

Permanent Supportive Housing

DHH/OCDD Training
January, 2014

Mission Statement

The Office for Citizens with Developmental Disabilities is committed to ensuring quality services and supports, information and opportunities for choice to people of Louisiana with developmental disabilities and their families.

OCDD

- About us
 - Agency within the Department of Health and Hospitals (DHH)
 - Serves persons with intellectual/developmental disabilities
 - Provides Home and Community Services (HCBS) to those eligible
 - Includes Waiver Services

OCDD vs. OAAS

- OCDD

- Serves people from birth to end of life that have a disability manifest prior to age 22 meeting the Louisiana legal specifications for developmental disabilities
- Provides these Medicaid HCBS
 - New Opportunities Waiver
 - Children's Choice Waiver
 - Supports Waiver
 - Residential Options Waiver
- 10 Local Governing Agencies

- OAAS

- Serves people 21/22 years and older that meet NF level of care
- Provides these Medicaid HCBS
 - Community Choices Waiver
 - Adult Day Health Care Waiver
 - Nursing Facility Services
 - PACE
 - LT-PCS
- 9 Regional Office Locations

Local Governing Entities (LGE)

Metropolitan Human Services District

- **Parishes Served:** *Orleans, Plaquemines, St. Bernard*
- **504.599.0245**

Capital Area Human Services District

- **Parishes Served:** *Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana*
- **225.925.1910**

South Central LA Human Services Authority

- **Parishes Served:** *Assumption, LaFourche, St. Charles, St. James, St. John, St. Mary, Terrebonne*
- **985.449.5167**

Acadiana Area Human Services District

- **Parishes Served:** *Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, Vermillion*
- **337.262.5610**

Imperial Calcasieu Human Services Authority

- **Parishes Served:** *Allen, Beuregard, Calcasieu, Cameron, Jefferson Davis*
- **337.475.8045**

Central LA Human Services Authority

- **Parishes Served:** *Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn*
- **318.484.2347**

Northwest LA Human Services District

- **Parishes Served:** *Bienville, Bossier, Caddo, Claiborne, Desoto, Natchitoches, Red River, Sabine, Webster*
- **318.741.7455**

Northeast Delta Human Services Authority

- **Parishes Served:** *Union, Lincoln, Jackson, Ouachita, Caldwell, Franklin, Richland, Morehouse, East Carroll, West Carroll, Madison, Tensas*
- **318.362.3396**

Florida Parishes Human Services Authority

- **Parishes Served:** *Livingston, St. Helena, St. Tammany, Washington, Tangipahoa*
- **985.543.4730**

Jefferson Human Services Authority

- **Parishes Served:** *Jefferson*
- **504.838.5476**

Eligibility Criteria for Waiver Services

- Have a developmental disability with onset that occurred prior to age 22
- Meet the Louisiana definition for a developmental disability
- Meet Medicaid eligibility requirements
- Meet ICF/DD level of care

Brief Description of Waivers

- Children's Choice
- New Opportunities Waiver (NOW)
- Supports Waiver (SW)
- Residential Options Waiver (ROW)
- Fact sheets for all waivers can be found at <http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/1564>

Children's Choice Services

- Support Coordination
- Family Support
- Center-Based Respite
- Environmental Accessibility Adaptations
- Family Training
- Applied Behavior Analysis
- Therapies
 - Aquatic Therapy
 - Art Therapy
 - Hippotherapy/Therapeutic Horseback Riding
 - Music Therapy
 - Sensory Integration

Supports Waiver Services

- Supported Employment
- Prevocational Services
- Day Habilitation
- Habilitation
- Respite
- Personal Emergency Response System
- Support Coordination

Residential Options Waiver Services

- Professional Services
 - Intensive Community Supports
 - Psychologist
 - Physical Therapy
 - Occupational Therapy
 - Registered Dietician
 - Social Worker
 - Speech Therapy
 - Nursing Services
 - Dental Services

Residential Options Waiver Services Continued

- Supportive Services
 - Community Living Supports
 - Day Habilitation
 - Prevocational Services
 - Supported Employment
 - Respite Care out of home
 - Support Coordination
 - Transportation-Community Access
- Other Services
 - Assistive Technology/Specialized Medical Equipment and Supplies
 - Personal Emergency Response System (PERS)
 - Environmental Accessibility Adaptations
 - One-time Transition Services

New Opportunities Waiver Services

- Residential Supports
 - Supported Living
 - Individual and Family Support (IFS)
 - Substitute Family Care
- Respite
 - Center-Based Respite
- Community Integration and Development
- Work Related Supports
 - Employment Related Training
 - Supported Employment

NOW Services Continued

- Habilitation
 - Day Habilitation
- Modifications/Equipment
 - Specialized Medical Equipment and Supplies
 - Environmental Accessibility Adaptations
- Professional
 - Professional Services
 - Skilled Nursing
- Other Services
 - Personal Emergency Response System (PERS)
 - One Time Transitional Expenses

Waiver Process Overview

- Person linked to SC agency of choice (Initial)
- Discovery activities are initiated (assessments completed, information about the person is gathered)
- Plan of care meeting is held
- Plan development
- Plan submission to LGE
- LGE approves plan of care

Discovery / Assessment

- SC agency gathers information about person's interests, goals and support needs
 - Assessments are completed as appropriate
 - Completed 90-L annually
- PSH provider will continue completing the Housing Needs Assessment
 - SC will need to know the outcome of the assessment to assist/address in the plan of care.

Plan of Care (POC)

- Individualized
- Comprehensive
 - Should identify/address all support needs (paid/unpaid)
- Inclusion of PSH services
 - Goals/strategies to identify what supports are being provided by PSH provider
 - Alternate schedule to include monthly unit and months being delivered
 - PSH provider agrees by signing the POC that they will provide the service
- Budget
 - PSH Service to be captured in overall budget
 - SC should assure that information in budget accurate
 - CC cannot exceed overall available budget

Federal Requirement:

Freedom of Choice

- Participants have the right to choose their provider of service
- Participants have the right to change providers

Federal Requirement:

Participant Rights and Responsibilities

- HCBS Waiver Rights and Responsibilities form can be found <http://www.dhh.louisiana.gov/index.cfm/newsroom/detail/1564>
- Given initially and reviewed annually with participants
- Includes how to:
 - Person is to be treated
 - Participation in planning for supports/services
 - File a complaints, grievances, appeals
 - Inform Waiver/SC/Providers medical, health, supports, address, and phone number changes
 - To cooperate with allowing contact and necessary visits to assure supports identified in plan of care are sufficient to meet needs.

Federal Requirement:

Ensuring Health and Safety

- State must “assure” to the federal government that waiver participants will be safe in community

Waiver Discharge

- May be discharged if one of the following criteria are met:
 - Loss of Medicaid eligibility
 - Loss of eligibility for ICF/DD level of care
 - Incarceration/placement under the jurisdiction of penal authorities, courts, or state juvenile authorities
 - Change of residence to another state with the intent to become a resident of that state
 - Admission to an ICF/DD or nursing facility with the intent to stay and not return to waiver services
 - Unable to assure the health and safety of the recipient in the community through the provision of reasonable amounts of waiver services
 - Failure to cooperate in either the eligibility determination process or the initial or annual implementation of the POC, or fulfilling his/her responsibilities
 - Interruption of services as a result of the participant not receiving and/or refusing services during a period of 30 or more consecutive days
- An involuntary discharge requires peer review by State Office Review Committee (SORC)



Permanent Supportive Housing Services under OCDD HCBS Waiver

Louisiana Medicaid Provider Manual

- All Louisiana Medicaid Provider Manuals are divided into two major components:
 - A general information and administrative chapter, applicable to all enrolled providers
 - Individual program chapters which outline the policies, procedures, qualifications, services and limitations specific to the program

Where to Find Provider Manuals

- http://www.lamedicaid.com/provweb1/Providermanuals/Intro_Page.aspx

PSH Services

- Housing Transition Services
 - Assist participants who are transitioning into a PSH unit, including those transitions from institutions, to secure their own housing
- Housing Stabilization Services (HSS)
 - Assist participants to maintain their own housing as described in the POC

Service Limits

- Stabilization-72 units (z0648)
- Transition-93 units (z0649)
- Both services can be included in the POC at the same time, if justified
- Caps on units can only be exceeded with prior approval

Not Limits

- Services can be provided in the home and/or community
- Services can be provided while the Direct Support Worker or other provider is in the home
- Services do not have to be face-to-face
- All services must be well-documented and justified

Progress Notes

- Must include
 - Participant name
 - Name of provider/employee providing service
 - Date of contact
 - Type of contact
 - Start/Stop time of contact
 - Purpose of Contact
 - Content/Outcome of service contact

Critical Incident Reporting

- Provider that has first knowledge of incident should:
 - Immediately take necessary action(s) required
 - Contact appropriate protective service agency if abuse, neglect, exploitation or extortion is suspected
 - Contact SC agency no later than 2 hours after discovery of incident
 - Provider that discovered incident should complete
 - DHH HCBS Critical Incident report
 - Submit to SC agency no later than 24 hours after discovery of incident
 - Follow up report to SC agency by close of the 3rd business day
- It is vital that the PSH provider, the SIL/IFS provider, and SC agency communicate and work together to provide assistance to the person
 - Members should participate in all meetings convened to resolve issue
 - Follow up and take all necessary actions to address incident
 - Regular updates should be submitted to SC agency
- Detailed information regarding Critical Incident reporting can be found at <http://www.dhh.louisiana.gov/assets/docs/OCDD/waiver/CIRforWaiver-Instruct.pdf>



Role of PSH Providers, Support Coordinators, IFS/SIL Provider, and LGE

Team Approach

- Teams are comprised of participant and/or their family, PSH providers, Support Coordinator, IFS/SIL provider.
 - Others that the participant chooses to be members of their team
 - In some cases there are other types of providers/professionals that may be members of the team

Team Approach continued

- Common goal is to assist and support the person with achieving desired outcomes
- Open communication between members of the team
- Team meetings on a regular basis to update/modify plan of care as appropriate
 - Annual CPOC meeting
 - Quarterly face to face meetings

Role of the Individual/Guardian/Family

- Primary team member
- Drives planning process
- Participate in interviews and other activities
- Advocate for himself/herself in the planning process
- Attend the planning meetings and participate in plan development
- Participate in all team meetings to modify/update outcomes

Role of Support Coordinator

- Coordinate planning process
- Facilitate the planning meeting and plan development
- Develop a full array of support needed to assist the person
- Monitor delivery of services and revise the plan as needed
- Complete required contacts/reviews
- Provide information to other members of the team

Role of IFS/SIL Provider

- Participate in interviews and/other activities
- Attend the planning meetings and participate in plan development
- Participate in all team meetings to modify/update outcomes
- Assure staff are trained to adequately implement plan
- Implement plan
- Complete documentation per requirements

Role of PSH Provider

- Participate in interviews and/other activities
- Attend the planning meetings and participate in plan development
- Participate in team meetings to modify/update outcomes as appropriate
- Implementation of PSH services (reference chart for areas that PSH provider is lead)
- Complete documentation per requirements

Role of LGE

- Review and Approves Plan of Care and Revisions to plan of care
- Assists in removing barriers where possible
- Supports needed connections/resources
- Quality Monitoring of Waiver Services

Next Steps

- 68 persons identified across the state that service will need to be added to CPOC
 - Only for NOW, CC, and SW
 - ROW will be added later
- Has to occur prior to March 2014
- List of all 68 has been provided to each LGE and SCA
- Phased implementation
 - For most this transition will need to occur via revision
 - Plan will need to be updated at next face to face visit

Questions

Contact Information

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